

ENGAGE

NHS St Helens CCG Community Newsletter
Edition 16 - August 2019



ENGAGE is the best way to find out about the latest opportunities to have your say in the design of your local health and social care. In this bulletin you can see the ways you can get involved from surveys to events, as well as find out what happened with previous work you have been part of.



Paul Steele
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The team have been out and about promoting the consultation for care at the chemist. As well as promoting the consultation through social media, websites etc. we have also attended a number of parent and child sessions and pharmacies to talk to those people who access the service to get their thoughts on the options put forward by the CCG.

The team also attended St Helens first ever pride event which took place on Saturday 10 August. During the day a number of activities took place

across the town followed by a parade from the Town Hall which ended at the world of glass. A number of organisations took part in the event hosting a stall in the market place which showcased the work they do locally and how people can get involved.

The team are busy planning this year's Annual General Meeting which will take place at Cineworld St Helens, on Wednesday 11 September 12.30 – 2.00pm, as part of the meeting we will premier our film 'St Helens – Dream to reality' which will showcase our work over the last 12 months more information on this can be found below.

Our next Talkfest event is fast approaching and will be talking place week commencing 23 September, more details about this will be available in the next couple of weeks and can be found on our website or by calling the team on the below number.

If you would like to get involved in other work of the CCG please visit our website www.sthelensccg.nhs.uk or call 01744 627596

Annual General Meeting (AGM)



The poster is yellow with black text and features film strip graphics at the top, bottom, and corners. At the top center is a circular icon containing a film camera. The text is centered and reads:

**NHS St Helens Clinical Commissioning Group Annual General Meeting
and film premiere
'St Helens - Dream to reality'**

Wednesday 11 September 2019

12.30pm - 2pm
**Cineworld St Helens,
Chalon Way West, St Helens, WA10 1BF**

**For more information or to book contact
engagement@sthelensccg.nhs.uk**

We would like to invite you to our AGM and film premiere of 'St Helens - Dream to Reality'.

Our AGM is being held on **Wednesday 11 September 2019** and is an opportunity to hear from the CCG's Governing Body about the work undertaken in 2018/19; including our achievements, key challenges and an update on the annual accounts.

This year our annual report summary is being presented in the form of a film: 'St Helens - Dream to Reality' which illustrates the journey the CCG has been on over the last year. As this is the premiere of our film, the event is being held at Cineworld St Helens Cinema, Chalon Way West, St Helens, WA10 1BF from **12.30pm until 2pm**, with tea and coffee served from 12.30pm and the feature beginning at 1pm.

This is a public meeting to which everyone is welcome to attend. However, to help us plan catering and cinema seating, please advise us if you plan to attend by calling 01744 627596 or e-mailing engagement@sthelensccg.nhs.uk

If you have access requirements which you need to advise us of or need assistance getting to the venue please contact us directly on 01744 627596. Cineworld has free parking and designated disabled spaces close to the main door and is in the town centre so is easily accessible by public transport.

We look forward to seeing you!

Care at the Chemist Consultation



Care at the Chemist consultation

St Helens Clinical Commissioning Group wants to hear the views of the public as it reviews the future of its 'Care at the Chemist' scheme.

The 'Care at the Chemist' scheme for minor ailments is available to the public in all but two patient-facing pharmacies in St Helens and patients eligible for free prescriptions can obtain treatment for 27 minor ailments free of charge.

NHS St Helens Clinical Commissioning Group (CCG) is holding a 12 week consultation running until Saturday 21 September and is asking the public should it:

- Cease the service
- Limit the number of pharmacies who offer the minor ailment service, for example only those pharmacies that are open 100 hours will be able to offer the service.
- Limit the number minor ailments and treatments offered
- Only offer the service to those aged 17 years and under.

Professor Sarah O'Brien, Strategic Director People's Services / Clinical Accountable Officer at NHS St Helens CCG, said: "It is right that we regularly review our services to ensure that we're providing the most effective treatments and value for money for our population.

"The 'Care at the Chemist' scheme currently costs the CCG £200-250k each year and we want the public's view on whether they think this is best use of limited NHS resources when over the counter medicines such as paracetamol and ibuprofen can now be purchased very cheaply at supermarkets and other high street stores.

"We also want to ensure that people understand the importance of self-

care - looking after their own health and wellbeing, and know when to visit the pharmacist, GP or other health professional.” <http://www.selfcareforum.org>

People can give their views between now and the 21 September in the following ways:

- By completing the [Online survey](#)
- By calling 01744 627596 to request a paper copy or completing the survey over the phone

The CCG will also be linking in with local community groups and running drop in sessions in the town centre and throughout the borough over the coming 12 weeks to ensure as many people as possible can have their say and give their opinions.

For more information on the consultation, please email: engagement@sthelensccg.nhs.uk

Community Pharmacy appointment pilot launched

People registered with a GP in Newton and Haydock will soon benefit from a new scheme that NHS England are trialling in their area which will see people receive a same-day booked appointment via their GP surgery to see a community pharmacist if they have a minor illness or condition that doesn't need to be seen by a GP.

This pilot scheme – called the NHS Community Pharmacist Consultation Service (CPCS) – launched on Monday 12th August and runs to the end of March 2020 and aims to make the best use of the clinical skills of a community pharmacist. When patients phone or attend their local surgery with a minor illness, those who meet the criteria will be offered a same-day booked appointment with a community pharmacist at their local pharmacy. This means that patients will see a health professional more quickly, as well as helping free up more GP time for urgent patient needs and helping to reduce non-emergency A&E visits.

The pharmacist will carry out a consultation with the patient in the privacy of the pharmacy consulting room and make an appropriate clinical record to assess symptoms of minor illness and access to an appropriate treatment or material to support advice about health and well-being.

Research suggests that up to 6% of all GP consultations could be safely

transferred and managed by a clinical consultation with a community pharmacist. All pharmacists train for five years in the use of medicines and are trained in managing minor illnesses and providing health and wellbeing advice. If a patient's symptoms suggest it is something more serious, the pharmacist also has the right clinical training to ensure people get the help that they need.

The NHS Community Pharmacist Consultation Service scheme has been tested in other areas of the country through NHS 111 and has shown good progress with patients consistently referred and reporting high satisfaction rates. Episodes of care have been completed safely and appropriately instead of patients having to wait for a GP appointment and with the understanding that patients will be escalated to an appropriate service if necessary.

Dr Martin Breach, St Helens GP and Clinical Director of the Newton and Haydock Primary Care Network which is taking part in this pilot, said: "I know from the patients that come to my surgery that not everyone needs to see a doctor and it is sensible to refer people to the clinician who has the skills to assess and treat them as quickly as possible. This will make the best use of NHS resources in the local area as demand on services continues to rise."

Dr Raj Patel, Deputy National Medical Director for Primary Care at NHS England & NHS Improvement, added: "This pilot scheme will be a great help to both GP practices and local communities. It offers a safe and effective way of referring people with common conditions to see a local pharmacist on the same day, while still being overseen by their GP practice.

"Under the NHS Long Term Plan we're committed to making better use of the clinical skills of pharmacists who are increasingly working alongside GPs."

Living your best life

Wellbeing Enterprises are running six weekly sessions from Wednesday 14 August in St Helens.

If you were living your best life, what would it look like? Would you be surrounded by family and friends? Exploring the great outdoors? Being active and eating healthy? Or learning something new?

That's exactly what wellbeing enterprises want to know!

Join in with group discussions and take part in creative activities about what living your best life means to you and then exhibit your vision at a celebration event.

Running weekly for six weeks beginning Wednesday 14 August 2019 from 1-3pm, United Reformed Church, The Landings, St Helens, WA10 2TD

For more information or to book a place, please contact:

Wellbeing Enterprises on 0151 237 2670 or
info@wellbeingenterprises.org.uk

Think - do you need to visit A&E?

If you don't have a life threatening illness or injury, please consider using St Helens Urgent Treatment Centre rather than A&E.

The A&E department at Whiston Hospital is experiencing busier than usual times and staff are working extremely hard but waiting times are very long and those who are most unwell will always take priority.

If you don't have a life threatening illness or injury, please consider other NHS services in the community to keep A&E free for those who really need to be there.

- NHS 111 or www.111.nhs.uk
- Self-care
- Pharmacy
- Your local GP surgery - also offers out of hours appointments in three hubs in St Helens
- St Helens Urgent Treatment Centre (UTC) at the Millennium Centre for cuts, sprains, suspected fractures, minor illness and injuries - open until 10pm.

The UTC has quicker waiting times than A&E.

A&E and 999 should only be used for life threatening illness or injury such as choking, chest pain, blood loss, open fracture, suspected stroke.

Tell us your story



Share Your Story!

Your experience of the NHS in St Helens is important to us, it will help us shape the way we deliver services and also help to ensure that we are providing the best quality of service to you.

If you have had a recent experience which you would like to tell us about, please fill out the form via the link below to tell us your story. We use this information to provide feedback to our commissioners and service providers so we can continually improve our services.

- [Complete patient experience form here](#)
- Contact us directly on 01744 627 596



Our mailing address is:
engagement@sthelensccg.nhs.uk

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